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## DEPARTMENT OF TRANSPORTATION

### National Highway Traffic Safety Administration

[U.S. DOT Docket No. NHTSA-2014-2127-0008]

### Reports, Forms, and Record Keeping Requirements

**AGENCY:** National Highway Traffic Safety Administration (NHTSA), U.S. Department of Transportation.

**ACTION:** Request for public comment on proposed collection of information.

**SUMMARY:** Before a Federal agency can collect certain information from the public, it must receive approval from the Office of Management and Budget (OMB). Under procedures established by the Paperwork Reduction Act of 1995, before seeking OMB approval, Federal agencies must solicit public comment on proposed collections of information, including extensions and reinstatement of previously approved collections.

This document describes one collection of information for which NHTSA intends to seek OMB approval.

**DATES:** Comments must be received on or before *[INSERT DATE 60 DAYS AFTER PUBLICATION IN THE FEDERAL REGISTER]*.

**ADDRESSES:** You may submit comments, identified by the docket number in the heading of this document, by any of the following methods:

- Federal Rulemaking Portal: Go to <http://www.regulations.gov>. Follow the instructions for submitting comments on the electronic docket site by clicking on “Help” or “FAQ.”

- Hand Delivery: 1200 New Jersey Avenue S.E., West Building Ground Floor, Room W12-140, between 9 a.m. and 5 p.m. Eastern Time, Monday through Friday, except Federal holidays.
- Fax: 202-493-2251.

Regardless of how you submit comments, you should mention the docket number of this document.

You may call the Docket Management Facility at 202-366-9826.

Instructions: For detailed instructions on submitting comments and additional information on the rulemaking process, see the Public Participation heading of the Supplementary Information section of this document. Note that all comments received will be posted without change to <http://www.regulations.gov>, including any personal information provided.

Privacy Act: Anyone is able to search the electronic form of all comments received into any of our dockets by the name of the individual submitting the comment (or signing the comment, if submitted on behalf of an association, business, labor union, etc.). You may review DOT's complete Privacy Act Statement in the Federal Register published on April 11, 2000 (65 FR 19477-78) or you may visit <http://www.dot.gov/privacy.html>.

Docket: For access to the docket to read background documents or comments received, go to <http://www.regulations.gov>, or the street address listed above. Follow the online instructions for accessing the dockets.

**FOR FURTHER INFORMATION CONTACT:** Randy Reid, Office of Defects

Investigation (NVS-210), National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, W48-311, Washington, D.C., 20590. Randy Reid's phone number is 202-366-4383 and his email address is [randy.reid@dot.gov](mailto:randy.reid@dot.gov).

## **SUPPLEMENTARY INFORMATION:**

Under the Paperwork Reduction Act of 1995, before an agency submits a proposed collection of information to OMB for approval, it must first publish a document in the Federal Register providing a 60-day comment period and otherwise consult with members of the public and affected agencies concerning each proposed collection of information. The OMB has promulgated regulations describing what must be included in such a document. Under OMB's regulation (at 5CFR 1320.8(d), an agency must ask for public comment on the following:

- i) Whether the proposed collection of information is necessary for the proper performance of the functions of the agency, including whether the information will have practical utility;
- ii) The accuracy of the agency's estimate of the burden of the proposed collection of information, including the validity of the methodology and assumptions used;
- iii) How to enhance the quality, utility, and clarity of the information to be collected;
- iv) how to minimize the burden of the collection of information on those who are to respond, including the use of appropriate automated, electronic, mechanical, or other technological collection techniques or other forms of information technology, e.g. permitting electronic submission of responses.

In compliance with these requirements, NHTSA asks for public comments on the following proposed collection of information for which the agency is seeking approval from OMB:

Title: Consumer Complaint Information

Type of Request: Extension of a currently approved collection

Abstract:

Chapter 301 of title 49 of the United States Code, the Secretary of Transportation is authorized to require

manufacturers of motor vehicles and motor vehicle equipment to conduct owner notification and remedy,

i.e., a recall campaign, when it has been determined that a safety defect exists in the performance, construction,

components, or materials in motor vehicles and motor vehicle equipment. To make this determination, the

National Highway Traffic Safety Administration (NHTSA) solicits information from vehicle owners which is used

to identify and evaluate possible safety-related defects and provide the necessary evidence of the existence of such a

defect. Under the Authority of chapter 301 of Title 49 of the United States Code, the Secretary of Transportation is

authorized to require manufacturers of motor vehicle and motor vehicle equipment which do not

comply with the applicable Federal motor vehicle safety standards or contains a defect that

relates to motor vehicle safety to notify each owner that their vehicle contains a safety defect or

noncompliance. Also, the manufacturer of motor vehicle replacement equipment presented for

remedy pursuant to such notification shall cause such defect or noncompliance to be remedied

without charge. In the case of a motor vehicle presented for remedy pursuant to such notification,

the manufacturer shall cause the vehicle remedied by whichever of the following means he

elects: (1) By repairing such vehicle; (2) by replacing such motor vehicle without charge; or (3)

by refunding the purchase price less depreciation. To ensure these objectives are being met,

NHTSA audits recalls conducted by manufacturer. These audits are performed on a randomly

selected number of vehicle owners for verification and validation purposes.

Affected Public: Individuals and households.

Estimated Total Annual Burden Hours: 11,814

Number of Respondents: 47,256

Comments are invited on: whether the proposed collection of information is necessary for the proper performance of the functions of the Department, including whether the information will have practical utility; the accuracy of the Department's estimate of the burden of the proposed information collection; ways to enhance the quality, utility and clarity of the information to be collected; and ways to minimize the burden of the collection of information on respondents, including the use of automated collection techniques or other forms of information technology.

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